

SELF SERVICE PROCESS FOR FSDH MOBILE

How do I register for Mobile Banking?

To register for FSDH Mobile Banking, you will be required to complete the registration form. Please contact your Relationship Manager for the form.

As soon as your form is submitted, you will receive your log-in credentials which will include your Username and password through your registered email address.

How can I retrieve my Username?

- Click on "Forgot username" option on the login page.
- Input your account number and click submit.
- Enter the OTP sent to your registered mobile number or email.
- Username will be sent to your registered email address.

How can I retrieve my Password?

- Click on "Forgot password" option on the login page.
- Input your username & click submit.
*Enter the OTP sent to your registered mobile number or email.
- Password will be sent to your registered email address.

NB: Please change your password before transacting.

How can I reset my Transaction PIN?

- Log in to the mobile app.
- Go to settings.
- Click on Reset PIN
- Enter the OTP sent to your registered phone number.
- Enter new PIN and confirm it.
- Click "reset" to complete PIN reset.

How can I change my Transaction Password?

- Log in to the mobile app.
- Go to settings.
- Select Change PIN
- Enter Old PIN,

- Enter new PIN and confirm it.
- Click "update" to complete PIN change.

How can I generate transaction receipts?

- Log in to your mobile app.
- Click on transfer.
- Click on history.
- Identify the transaction you want to generate the receipt for and click on the three dotted lines at the top right and select view details.
- Click on download receipt.

How can I download account statement?

- Log on to your mobile app.
- Click on Account
- Click on Options and select Export Transaction Data
- Select your preferred statement period.
- Click on export to download statement share as desired.

How can I increase my transfer limit?

- Complete the limit increase indemnity form. Please contact your RM for the form
Once concluded, you will be able to transfer up to the requested amount

What kind of payment can I make?

- Bills payment

Who can I contact if I have any question?

- Tel: 01 2702882
- Email: customerservice@fsdhgroup.com